

## Assistive Listening System Instructions for Customers

Sennheiser MobileConnect App streams audio content via WiFi live and in superior quality to any mobile device.

Following the Bring-Your-Own-Device concept, it is an easy-to-use and intuitive Assistive Listening system.

Link to video about using MobileConnect: <https://youtu.be/LFi9r3x2ytM>

The app is compatible with headphones, hearing aids (only certain types) and cochlear implants via Bluetooth.

**Step One:** Download the Sennheiser MobileConnect App



**Step Two:** Using the Sennheiser MobileConnect App

### If using this app for the first time on your smartphone

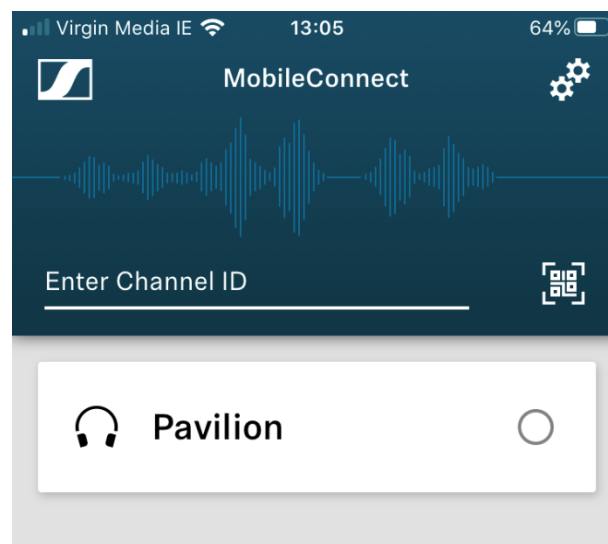
1. When in Pavilion Theatre, go to your WIFI settings and connect your phone to the WIFI called "Assistive Listening"
2. Ask at Box Office for the most up to date password

### Wifi info

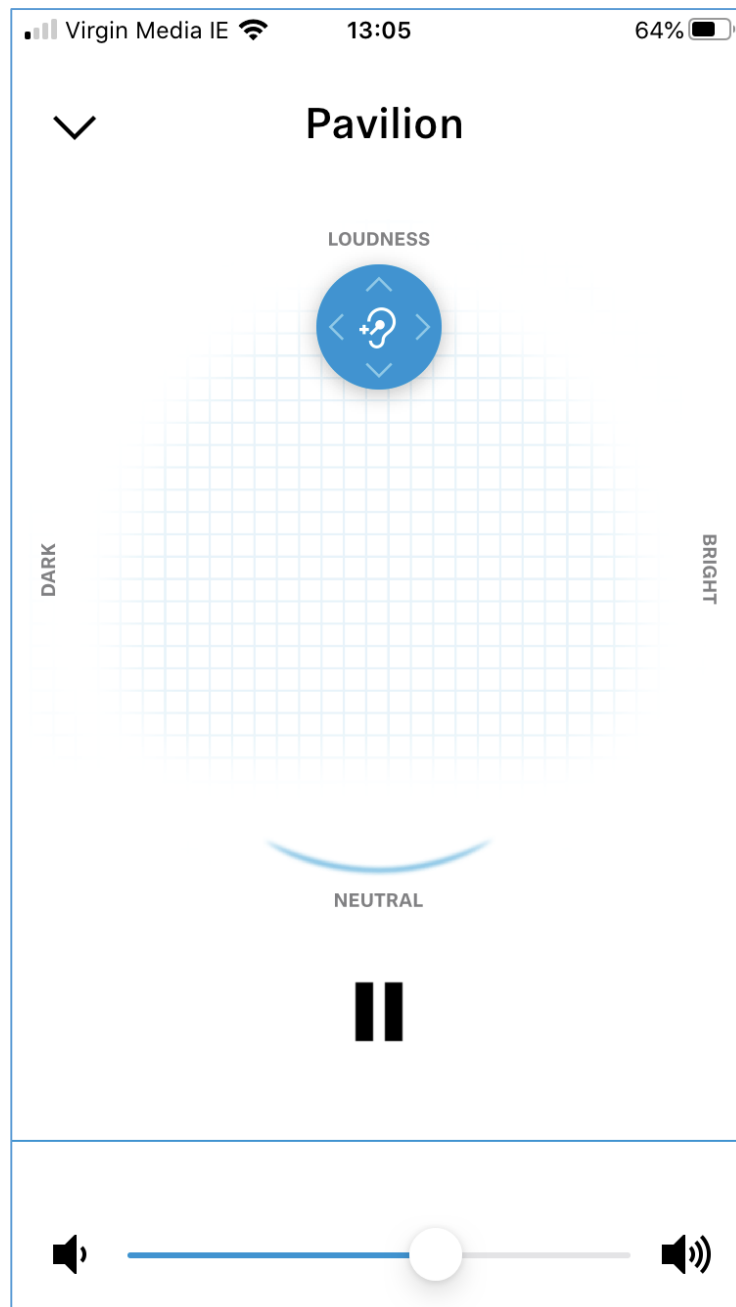
#### Wi-Fi - Assistive Listening

Password – **Ask at the Box Office**

3. Plug in your earphones or headphones to the device
4. If you want to connect via your hearing aid/cochlear plant, sync your Bluetooth with the device
5. Open MobileConnect App and select "Pavilion"



6. The name of the network will appear at the bottom of the screen. Press this to access the "Hearing Assistant"
7. You can use the Adjust button to:
  - Up and down will adjust the volume
  - Left and right will adjust the tone level



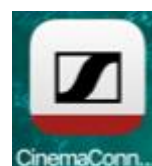
## If using this app regularly on your phone

1. Check that your phone is connected to the Pavilion WIFI setting called "Assistive Listening"
2. If it won't connect, ask at Box Office for the new password
3. Open the Sennheiser MobileConnect App
4. Select "Pavilion"
5. Press "Personal Hearing"
6. You can use the Adjust button to turn the volume up and down, or left and right will adjust the tone

## Troubleshooting

If you can't find the MobileConnect App on your device

- If you are searching for the MobileConnect App and it won't appear, search for CinemaConnect. This is another version of the app that does the same thing but that only works on older devices



Assistive Listening WIFI network won't appear

- Turn off the WIFI on your phone and turn it back on again and see if it appears. If not, speak to someone at the Box Office

Assistive Listening WIFI network won't connect

- The password may have changed. Please ask at the Box Office for the new password

MobileConnect App says "No Connection"

- Check that the Assistive Listening network has been selected for your phone
- If it is connected to the correct WIFI network, inform a member of staff

During the show, the app stops working

- Reopen the app and check "Pavilion" is still selected. You can tell if it is selected as it will have a blue dot beside the name. If there is no dot, tap the relevant option again.

## Some additional notes:

- There is an option to turn the settings to Dark Mode, which will reduce the brightness of the device; this is particularly helpful if you need to adjust the settings during the show
- You will need to decide which kind of headphone or earphone you might want to use, depending on your needs
- It is not appropriate to use earphones with a hearing aid still in your ear
- It is not appropriate to use headphones for a very quiet show as you might get an echo from hearing the words on the stage and then through the headphones